

Purchasing Contact:
Theresa Anderson, PSO II

E-Mail Address:
theresa.anderson@po.state.ct.us

STATE OF CONNECTICUT
DEPARTMENT OF INFORMATION TECHNOLOGY
CONTRACTS & PURCHASING DIVISION
101 EAST RIVER DRIVE
EAST HARTFORD, CT 06108-3274

Contract Award #

023-A-27-7018-C

Contract Award Date

December 16, 2002

Expiration Date

December 31, 2005

CONTRACT AWARD

IMPORTANT: This is NOT a purchase order. Do NOT produce or ship without an Agency purchase order.

COMMODITY CLASS/SUBCLASS & DESCRIPTION: 6000 / 300 Maintenance & Repair of IT Equipment			
FOR: Secretary of the State 30 Trinity Street Hartford, CT 06106		TERM OF CONTRACT: December 16, 2002 - December 31, 2005 (with an option to extend two additional years)	
		AGENCY REQUISITION NUMBER: 023003	
IN STATE (NON-SB) CONTRACT VALUE	DAS CERTIFIED SMALL BUSINESS CONTRACT VALUE	OUT OF STATE CONTRACT VALUE	TOTAL CONTRACT AWARD VALUE
\$47,466.00	--	--	\$47,466.00

NOTICE TO CONTRACTORS: This notice of award is not an order to ship. The using agency or agencies on whose behalf the contract is made will furnish purchase orders against contracts. Send invoices directly to the using/ordering agency per instructions on purchase order.

NOTE: Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

NOTICE TO AGENCIES: A complete explanatory report shall be furnished promptly to the Director concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

- ▶ **CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.
- ▶ **PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

CONTRACTOR INFORMATION:

Company Name: **Team Computer Products, Inc.**

SSN/FEIN # **06-1241584**

Address: **59 Washington Avenue, North Haven, CT 06473**

Tel. # **(203) 239-6923**

Fax # **(203) 239-6153**

Contact Person: **Joann Digioia**

Response: **24/7, 2 hours**

Certification Type: **None**

(SBE, MBE, WBE or None)

Payment Terms: **Net 45 Days** Supply to Political Sub-Divisions: **Yes**

Company E-mail Address: joann@teamcomputer.com

Website: www.teamcomputer.com

APPROVED _____

Holly Miller-Sullivan

Director of Contract & Purchasing Division
(Original Signature on Document in Procurement Files)

Date Issued: December 16, 2002

STATE OF CONNECTICUT
DOIT – CONTRACTS & PURCHASING DIVISION

Award Number
023-A-27-7018-C

Purchasing Contact:
Theresa Anderson, PSO II

E-Mail Address:
theresa.anderson@po.state.ct.us

**CONTRACT AWARD
SCHEDULE**

023-A-27-7018-C

Contract Award Term
3-years (expires December 31, 2005)

PAYMENT TERMS Net 45 Days	CASH DISCOUNT -- % -- Days
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The Department of Information Technology is issuing this contract award for
for **Maintenance & Repair of IT Equipment** for the Secretary of the State

	DESCRIPTION OF COMMODITY AND/OR SERVICES	UNIT OF MEASURE	QTY	UNIT PRICE	TOTAL PRICE
1.	Maintenance & Repair Service per specifications for equipment listed on Attachment (Total transferred from excel spreadsheet)	per month	12	\$1,169.00 ESTIMATED (one month)	\$14,028.00 ESTIMATED (one month x 12)

	DESCRIPTION OF COMMODITY AND/OR SERVICES	UNIT OF MEASURE	QTY	UNIT PRICE	TOTAL PRICE
2.	Preventive Maintenance Kits	per year	6	\$299.00	\$1,794.00

- ESTIMATED – Actual totals will vary as equipment is added/deleted

Vendor: Team Computer Products, Inc. / SSN OR FEIN #: 06-1241584

Address: 59 Washington Avenue, North Haven, CT 06473

Representative's Name: **Joann Digioia**

Phone: (203) 239-6923 Fax: (203) 239-6153 E-mail: joann@teamcomputer.com

Notes:

1. Price to include maintenance and repair of equipment listed per specifications. Prices shall be net, including all costs that the bidder may incur, without exception. The Bidder will ensure that quote includes all ancillary costs (e.g. transportation charges). Failure to include an applicable cost will be interpreted as that cost being included in the price.
2. Quantities may be increased or decreased during the coverage term. Awarded contractors will accept purchase orders to add or delete similar equipment during the coverage term.
3. All items/services have been must comply with the Special Bid/Contract Terms and Conditions, Standard Bid and Contract Terms and Conditions, and *Agency Specifications*.

All correspondence regarding this Contract Award must be in **writing** and submitted to:
theresa.anderson@po.state.ct.us

-or-

Attn.: Theresa Anderson, **023-A-27-7018-C**

DOIT - Contract & Purchasing Division, 101 East River Drive, East Hartford, CT 06108

	* START					MONTHLY
	DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	FEE
1	12/1/02	Computer	Gateway	3200	17252769	\$3.50
2	12/1/02	Computer	Gateway	1200	PG0020942702	\$3.50
3	12/1/02	Computer	Gateway	3200	17252766	\$3.50
4	12/1/02	Computer	Gateway	1200	14159687	\$3.50
5	12/1/02	Computer	Gateway	433	1200GW 0014159706	\$3.50
6	12/1/02	Computer	Gateway	433	1200GW 0014159707	\$3.50
7	12/1/02	Computer	Gateway	366	1200GW 0014190199	\$3.50
8	12/1/02	Computer	Gateway	433	1200GW 0014159700	\$3.50
9	12/1/02	Computer	Gateway	433	1200GW 0014159677	\$3.50
10	12/1/02	Computer	Gateway	433	1200GW 0014159710	\$3.50
11	12/1/02	Computer	Gateway	433	1200GW 0014159699	\$3.50
12	12/1/02	Computer	Gateway	433	1200GW 0014159684	\$3.50
13	12/1/02	Computer	Gateway	433	1200GW 0014159697	\$3.50
14	12/1/02	Computer	Gateway	433	1200GW 0014159693	\$3.50
15	12/1/02	Computer	Gateway	433	1200GW 0014159709	\$3.50
16	12/1/02	Computer	Gateway	366	1200GW 0014190205	\$3.50
17	12/1/02	Computer	Gateway	366	1200GW 0013735461	\$3.50
18	12/1/02	Computer	Gateway	333	1200GW 0012097222	\$3.50
19	12/1/02	Computer	Gateway	366	1200GW 0012673118	\$3.50
20	12/1/02	Computer	Gateway	333	1200GW 0011635272	\$3.50
21	12/1/02	Computer	Gateway	433	1200GW0014159685	\$3.50
22	12/1/02	Computer	Gateway	433	1200GW 0014159692	\$3.50
23	12/1/02	Computer	Gateway	333	1200GW 0012469811	\$3.50
24	12/1/02	Computer	Gateway	433	1200GW 0014169705	\$3.50
25	12/1/02	Computer	Gateway	366	1200GW 0013735464	\$3.50
26	12/1/02	Computer	Gateway	366	1200GW 0012673119	\$3.50
27	12/1/02	Computer	Gateway	433	1200GW 0014159679	\$3.50
28	12/1/02	Computer	Gateway	366	1200GW 0013735463	\$3.50
29	12/1/02	Computer	Gateway	433	1200GW 0014159702	\$3.50
30	12/1/02	Computer	Gateway	333	1200GW 0011635274	\$3.50
31	12/1/02	Computer	Gateway	333	1200GW 0011635273	\$3.50
32	12/1/02	Computer	Gateway	433	1200GW 0014159708	\$3.50
33	12/1/02	Computer	Gateway	433	1200GW 0014159698	\$3.50
34	12/1/02	Computer	Gateway	366	1200GW 0012469810	\$3.50
35	12/1/02	Computer	Gateway	500	3200GW 0017252776	\$3.50
36	12/1/02	Computer	Gateway	333	1200GW 0011635275	\$3.50
37	12/1/02	Computer	Gateway	433	1200GW 0014159675	\$3.50
38	12/1/02	Computer	Gateway	433	GW1200 0014159683	\$3.50
39	12/1/02	Computer	Gateway	333	1200GW 0012097221	\$3.50
40	12/1/02	Computer	Gateway	433	1200GW 0014159682	\$3.50
41	12/1/02	Computer	Gateway	433	1200GW 0014159681	\$3.50
42	12/1/02	Computer	Gateway	433	1200GW 0014159686	\$3.50
43	12/1/02	Computer	Gateway	333	1200GW 0012097220	\$3.50
44	12/1/02	Computer	Gateway	433	1200GW 0014159690	\$3.50
45	12/1/02	Computer	Gateway	433	1200GW 0014159688	\$3.50
46	12/1/02	Computer	Gateway	433	1200GW 0014149703	\$3.50
47	12/1/02	Computer	Gateway	366	1200GW 0012673117	\$3.50
48	12/1/02	Computer	Gateway	500	3200GW 0017252762	\$3.50
49	12/1/02	Computer	Gateway	500	3200GW 0017252775	\$3.50
50	12/1/02	Computer	Gateway	433	1200GW 0014190200	\$3.50
51	12/1/02	Computer	Gateway	333	1200GW 0012469806	\$3.50
52	12/1/02	Computer	Gateway	366	1200GW 0013735462	\$3.50

	* START					MONTHLY
	DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	FEE
53	12/1/02	Computer	Gateway	433	1200GW 0014190211	\$3.50
54	12/1/02	Computer	Gateway	433	1200GW 0014190195	\$3.50
55	12/1/02	Computer	Gateway	433	1200GW 0014190209	\$3.50
56	12/1/02	Computer	Gateway	433	1200GW 0014190217	\$3.50
57	12/1/02	Computer	Gateway	500	3200GW 0017252763	\$3.50
58	12/1/02	Computer	Gateway	4200	4200GW 0017033515	\$3.50
59	12/1/02	Computer	Gateway	433	1200GW 0014159678	\$3.50
60	12/1/02	Computer	Gateway	433	1200GW 0014159694	\$3.50
61	12/1/02	Monitor	CTX	17 inch	CTX00575003127A51	\$2.00
62	12/1/02	Monitor	Gateway	1700	17004A389845	\$2.00
63	12/1/02	Monitor	Gateway	1700	MIE2JB151296	\$2.00
64	12/1/02	Monitor	Gateway	1700	COMP612BC05AH787	\$2.00
65	12/1/02	Monitor	Gateway	1700	17004A710915	\$2.00
66	12/1/02	Monitor	Gateway	1700	17014C039805	\$2.00
67	12/1/02	Monitor	Gateway	1500	15009A109307	\$2.00
68	12/1/02	Monitor	Gateway	1700	17014C039823	\$2.00
69	12/1/02	Monitor	Gateway	1700	17014C039803	\$2.00
70	12/1/02	Monitor	Gateway	1700	17041C039813	\$2.00
71	12/1/02	Monitor	Gateway	1700	17015C039804	\$2.00
72	12/1/02	Monitor	Gateway	1700	HD33G8160418	\$2.00
73	12/1/02	Monitor	Gateway	1500	15009A109309	\$2.00
74	12/1/02	Monitor	Gateway	1500	15013B109654	\$2.00
75	12/1/02	Monitor	Gateway	1700	LIC03522631	\$2.00
76	12/1/02	Monitor	Gateway	1700	DU17046A0036340	\$2.00
77	12/1/02	Monitor	Gateway	1700	17004A766442	\$2.00
78	12/1/02	Monitor	Gateway	1700	17014B303774	\$2.00
79	12/1/02	Monitor	Gateway	1700	17014C039816	\$2.00
80	12/1/02	Monitor	Gateway	1700	ENO-71001086	\$2.00
81	12/1/02	Monitor	Gateway	1700	17014C039654	\$2.00
82	12/1/02	Monitor	Gateway	1700	17014C039651	\$2.00
83	12/1/02	Monitor	Gateway	1700	17004A368484	\$2.00
84	12/1/02	Monitor	Gateway	1700	17004A766463	\$2.00
85	12/1/02	Monitor	Gateway	1700	17014C039647	\$2.00
86	12/1/02	Monitor	Gateway	1700	17014C043207	\$2.00
87	12/1/02	Monitor	Gateway	1700	17014C039824	\$2.00
88	12/1/02	Monitor	Gateway	1700	17004A710887	\$2.00
89	12/1/02	Monitor	Gateway	1700	15052D070731	\$2.00
90	12/1/02	Monitor	Gateway	1700	3NO-71001145	\$2.00
91	12/1/02	Monitor	Gateway	1700	17004A278207	\$2.00
92	12/1/02	Monitor	Gateway	1700	P912177532	\$2.00
93	12/1/02	Monitor	Gateway	1700	17004A766466	\$2.00
94	12/1/02	Monitor	Gateway	1500	MIA8J4145838	\$2.00
95	12/1/02	Monitor	Gateway	1500	15009A109301	\$2.00
96	12/1/02	Monitor	Gateway	1500	15009A109313	\$2.00
97	12/1/02	Monitor	Gateway	1500	15009A109303	\$2.00
98	12/1/02	Monitor	Gateway	1700	Vivitron 802173	\$2.00
99	12/1/02	Monitor	Gateway	1500	15052D070732	\$2.00
100	12/1/02	Monitor	Gateway	1700	MIA8J3108619	\$2.00
101	12/1/02	Monitor	Gateway	1500	15009A295991	\$2.00
102	12/1/02	Monitor	Gateway	1700	17004A889370	\$2.00
103	12/1/02	Monitor	Gateway	1500	15052D070573	\$2.00
104	12/1/02	Monitor	Gateway	1500	15052D070567	\$2.00

	* START DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	MONTHLY FEE
105	12/1/02	Monitor	Gateway	1500	15052D070569	\$2.00
106	12/1/02	Monitor	Gateway	1500	15013B141041	\$2.00
107	12/1/02	Monitor	Gateway	1500	15009A334787	\$2.00
108	12/1/02	Monitor	Gateway	1500	15013B141047	\$2.00
109	12/1/02	Monitor	Gateway	1500	15052D070572	\$2.00
110	12/1/02	Monitor	Gateway	1700	LIC14404342	\$2.00
111	12/1/02	Monitor	Gateway	1700	LIC12610604	\$2.00
112	12/1/02	Monitor	Gateway	1700	LIC14404337	\$2.00
113	12/1/02	Monitor	Gateway	1700	LIC14404230	\$2.00
114	12/1/02	Monitor	Gateway	1700	LIC13204405	\$2.00
115	12/1/02	Monitor	Gateway	1700	LIC12610598	\$2.00
116	12/1/02	Monitor	Gateway	1700	HDE2JB020556	\$2.00
117	12/1/02	Monitor	Gateway	1700	HDE2JB020602	\$2.00
118	12/1/02	Monitor	Gateway	1700	P912177536	\$2.00
119	12/1/02	Monitor	Gateway	1700	HDE2JB020411	\$2.00
120	12/1/02	Monitor	Gateway	1700	17004A790857	\$2.00
121	12/1/02	Monitor	Gateway	1500	15009A295994	\$2.00
122	12/1/02	Monitor	Gateway	1700	MIA8J7363243	\$2.00
123	12/1/02	Monitor	Gateway	1700	17014C045178	\$2.00
124	12/1/02	Monitor	Gateway	1700	MI541A619685	\$2.00
125	12/1/02	Monitor	Gateway	1700	HDE2JB020698	\$2.00
126	12/1/02	Monitor	Gateway	1700	3NO-71000905	\$2.00
127	12/1/02	Monitor	Gateway	1700	17014C039643	\$2.00
128	12/1/02	Monitor	Gateway	1500	7239680	\$2.00
129	12/1/02	Monitor	Gateway	1500	A70-40100272	\$2.00
130	12/1/02	Monitor	Gateway	1700	LIC03522593	\$2.00
131	12/1/02	Monitor	Gateway	1700	17014C039819	\$2.00
132	12/1/02	Monitor	Gateway	1500	15009A109271	\$2.00
133	12/1/02	Monitor	Gateway	1700	17014C039653	\$2.00
134	12/1/02	Monitor	Gateway	1700	17004A237192	\$2.00
135	12/1/02	Monitor	IBM	IBM G54	24-WV514	\$2.00
136	12/1/02	Monitor	IBM	IBM G54	24-WT584	\$2.00
137	12/1/02	Monitor	IBM	IBM G54	24-WV484	\$2.00
138	12/1/02	Monitor	IBM	IBM G54	23-GMAC6	\$2.00
139	12/1/02	Monitor	IBM	IBM G54	23-GVKM0	\$2.00
140	12/1/02	Printer	Hewlett Packard	1200	CNBB085157	\$4.00
141	12/1/02	Printer	Hewlett Packard	5000	CISC1014042	\$4.00
142	12/1/02	Printer	Hewlett Packard	1200	CNBB085142	\$4.00
143	12/1/02	Printer	Hewlett Packard	1200	CNBB273844	\$4.00
144	12/1/02	Printer	Hewlett Packard	1200	CNCB686737	\$4.00
145	12/1/02	Printer	Hewlett Packard	Photo 1000	ES06T171VK	\$4.00
146	12/1/02	Printer	Hewlett Packard	1100	JPGK166412	\$4.00
147	12/1/02	Printer	Hewlett Packard	4550DN	JPPKH37438	\$4.00
148	12/1/02	Printer	Hewlett Packard	722C	MX8B31W0S4	\$2.00
149	12/1/02	Printer	Hewlett Packard	855CSE	SG64C1601J	\$2.00
150	12/1/02	Printer	Hewlett Packard	855CSE	SG64C160F	\$2.00
151	12/1/02	Printer	Hewlett Packard	890C	SG7BC1G1YC	\$2.00
152	12/1/02	Printer	Hewlett Packard	694C	US67N160KP	\$2.00
153	12/1/02	Printer	Hewlett Packard	694S	US67N1GOKW	\$2.00
154	12/1/02	Printer	Hewlett Packard	4SI	USBB156442	\$4.00
155	12/1/02	Printer	Hewlett Packard	4050tn	USBBC00320	\$4.00
156	12/1/02	Printer	Hewlett Packard	4050tn	USBBD00217	\$4.00

	* START DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	MONTHLY FEE
157	12/1/02	Printer	Hewlett Packard	4100TN	USBDB05561	\$4.00
158	12/1/02	Printer	Hewlett Packard	4100TN	USBGC01398	\$4.00
159	12/1/02	Printer	Hewlett Packard	4100TN	USBNK13966	\$4.00
160	12/1/02	Printer	Hewlett Packard	4100TN	USBNK13983	\$4.00
161	12/1/02	Printer	Hewlett Packard	2200	USBRGO1417	\$4.00
162	12/1/02	Printer	Hewlett Packard	HP 5000	USC1014042	\$4.00
163	12/1/02	Printer	Hewlett Packard	4050N	USMC126785	\$4.00
164	12/1/02	Printer	Hewlett Packard	1100	USPE034985	\$4.00
165	12/1/02	Printer	Hewlett Packard	1100	USPE066305	\$4.00
166	12/1/02	Printer	Hewlett Packard	4050N	USQU000936	\$4.00
167	12/1/02	Printer	Hewlett Packard	4050N	USQX104411	\$4.00
168	12/1/02	Printer	Hewlett Packard	1200	CNBB085193	\$4.00
169	12/1/02	Printer	Hewlett Packard	1200	CNBB085205	\$4.00
170	12/1/02	Printer	Hewlett Packard	1200	CNBB085212	\$4.00
171	12/1/02	Printer	Hewlett Packard	1200	CNBB085221	\$4.00
172	12/1/02	Printer	Hewlett Packard	1200	CNBB085229	\$4.00
173	12/1/02	Printer	Hewlett Packard	1200	CNBB273827	\$4.00
174	12/1/02	Printer	Hewlett Packard	1200	CNCV062562	\$4.00
175	12/1/02	Printer	Hewlett Packard	1200	CNCV062578	\$4.00
176	12/1/02	Printer	Hewlett Packard	1100	SGCD039565	\$4.00
177	12/1/02	Printer	Hewlett Packard	1100	SGCD039570	\$4.00
178	12/1/02	Printer	Hewlett Packard	8000N	SUSBB037620	\$4.00
179	12/1/02	Printer	Hewlett Packard	1100	USGP371798	\$4.00
180	12/1/02	Printer	Hewlett Packard	1100	USGP371837	\$4.00
181	12/1/02	Printer	Hewlett Packard	1100	USHP026148	\$4.00
182	12/1/02	Printer	Hewlett Packard	1100	USHP026292	\$4.00
183	12/1/02	Printer	Hewlett Packard	1100	USLD074953	\$4.00
184	12/1/02	Printer	Hewlett Packard	1100	USLE062384	\$4.00
185	12/1/02	Printer	Hewlett Packard	1100	USLE062393	\$4.00
186	12/1/02	Printer	Hewlett Packard	1100	USLF060734	\$4.00
187	12/1/02	Printer	Hewlett Packard	1100	USLF074010	\$4.00
188	12/1/02	Printer	Hewlett Packard	1100	USLG060140	\$4.00
189	12/1/02	Printer	Hewlett Packard	1100	USLG073371	\$4.00
190	12/1/02	Printer	Lexmark	OPTRA E	11D3572	\$4.00
191	12/1/02	Printer	Lexmark	OPTRA RT	11-DC285	\$4.00
192	12/1/02	Printer	Lexmark	1620	11-DR664	\$4.00
193	12/1/02	Printer	Lexmark	LEXMARK	11-F0687	\$4.00
194	12/1/02	Printer	Lexmark	OPTRA L	11-GRL51	\$4.00
195	12/1/02	Printer	Lexmark	LEXMARK	11-K3046	\$4.00
196	12/1/02	Printer	Lexmark	LEXMARK	11-K3461	\$4.00
197	12/1/02	Printer	Lexmark	LEX810W	12L01001102644	\$4.00
198	12/1/02	Printer	Lexmark	OPTRA E	LM 11N7676	\$4.00
199	12/1/02	Printer	Lexmark	OPTRA E	LM 11P1096	\$4.00
200	12/1/02	Printer	Lexmark	OPTRA E	LM 11PW270	\$4.00
201	12/1/02	Printer	Lexmark	OPTRA E	LM 11R5953	\$4.00
202	12/1/02	Printer	Lexmark	OPTRA E	LM 11R7062	\$4.00
203	12/1/02	Printer	Lexmark	OPTRA E	LM 11R7130	\$4.00
204	12/1/02	Printer	Lexmark	OPTRA E	LM 11R7149	\$4.00
205	12/1/02	Printer	Lexmark	OPTRA E	LM 11R7169	\$4.00
206	12/1/02	Printer	Lexmark	OPTRA E	LM 11R7173	\$4.00
207	12/1/02	Printer	Lexmark	OPTRA E	LM 11R7203	\$4.00
208	12/1/02	Printer	Lexmark	OPTRA E	LM11R7172	\$4.00

	* START DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	MONTHLY FEE
209	12/1/02	Printer	OKI DATA	Microline 521	003A1016593	\$4.00
210	12/1/02	Printer	OKIDATA	Microline 395	305A0011225	\$4.00
211	12/1/02	Printer	OKIDATA	Microline 395	312A0021707	\$4.00
212	12/1/02	Printer	OKIDATA	Microline 395	312A0021714	\$4.00
213	12/1/02	Printer	OKIDATA	Microline 395	403A0025477	\$4.00
214	12/1/02	Printer	OKIDATA	Microline 395	512A0061082	\$4.00
215	12/1/02	Printer	OKIDATA	Microline 321	912B2109638	\$4.00
216	12/1/02	Printer	OKIDATA	Microline 321	912B2111194	\$4.00
217	12/1/02	Printer	OKIDATA	Microline 321	912B2109637	\$4.00
218	12/1/02	Printer	OKIDATA	Microline 395	305A0011219	\$4.00
219	12/1/02	Printer	OKIDATA	Microline 395	312A0021620	\$4.00
220	12/1/02	Printer	OKIDATA	Microline 395	312A0021626	\$4.00
221	12/1/02	Printer	OKIDATA	Microline 395	312A0021709	\$4.00
222	12/1/02	Printer	OKIDATA	Microline 395	312A0021712	\$4.00
223	12/1/02	Printer	OKIDATA	Microline 321	912B2109637	\$4.00
224	12/1/02	Scanjet	HP	Scanjet ADF	SG999161F2	\$4.00
225	12/1/02	Scanjet	HP Scanjet ADF	C2520B	SG64F220BX	\$4.00
226	12/1/02	Scanner	Kodak	i50 Scanner	4179-0771	\$4.00
227	12/1/02	Scanner	UMAX	Powerlook III	H6200294B000453	\$4.00
228	12/1/02	Server	NETFINITY	3000 750 MB Memory	23NT649 1 Processor 1S866231Y23B7324	\$6.50
229	12/1/02	Server	NETFINITY	5500 M20 1GB memory	2Processors 13GB HDD/RAID 1S86623RY23C3677	\$6.50
230	12/1/02	Server	NETFINITY	5500 M20 1GB memory	2Processors 27GB HDD/RAID 1S86623RY23C3679	\$6.50
231	12/1/02	Server	NETFINITY	5500 M20 1GB memory	2Processors 27GB HDD/RAID 1S866231Y23B7471	\$6.50
232	12/1/02	Server	NETFINITY	5500 M20 1GB memory	2Processors 17GB HDD/RAID	\$6.50
233	12/1/02	Server	NETFINITY	5500 M10 1GB memory	1S866061U23M3288 1processor 13GB HDD/RAID	\$6.50
234	12/1/02	Server	NETFINITY	5500 M10 1GB memory	1S866061U23M3269 1processor 8GB HDD/RAID	\$6.50
235	12/1/02	Thinkpad	IBM	380D	SN 78-H0655 97/07	\$4.50
236	12/1/02	Thinkpad	IBM	390E Thinkpad	SN AF-1D148	\$5.00
237	3/1/03	Computer	DELL	GX150	FY7JH01	\$2.00
238	3/1/03	Computer	DELL	GX150	H07NH01	\$2.00
239	3/1/03	Computer	DELL	GX150	JY7YH01	\$2.00
240	3/1/03	Computer	DELL	GX150	9Y7JH01	\$2.00
241	3/1/03	Computer	DELL	GX150	8Z7JH01	\$2.00
242	3/1/03	Computer	DELL	INSPIRON 8000	SERVICE TAG 3QKSK01	\$2.00
243	3/1/03	Computer	DELL	Inspiron 5000e	SERVICE TAG GK9H901	\$2.00
244	3/1/03	Computer	DELL	Inspiron 5000	SERVICE TAG 9ADX9	\$2.00
245	3/1/03	Computer	DELL	Inspiron 5000e	SERVICE TAG 2290901	\$2.00
246	3/1/03	Computer	DELL	Inspiron 8000	SERVICE TAG 9QKSK01	\$2.00
247	3/1/03	Computer	DELL	Inspiron 4000	SERVICE TAG GQKSKO1	\$2.00
248	3/1/03	Monitor	DELL	1701FP	DELL 60212LAAFM	\$2.00

	* START DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	MONTHLY FEE
249	3/1/03	Monitor	DELL	1701FP	DELL 60212LAAFK	\$2.00
250	3/1/03	Monitor	DELL	1701FP	DELL 60212LA AFL	\$2.00
251	3/1/03	Monitor	DELL	1701FP	DELL 60212HA9N7	\$2.00
252	3/1/03	Monitor	DELL	1701FP	DELL 60212LA AFF	\$2.00
253	3/1/03	Monitor	Planar	PT1503N	M0150HE0464056	\$2.00
254	1/2/04	Computer	DELL	GX150	SERVICE TAG 71GS911	\$2.00
255	1/2/04	Computer	DELL	GX150	SERVICE TAG 61GS911	\$2.00
256	1/2/04	Computer	DELL	GX150	SERVICE TAG 74GS911	\$2.00
257	1/2/04	Computer	DELL	GX150	SERVICE TAG 43GS911	\$2.00
258	1/2/04	Computer	DELL	GX150	SERVICE TAG 14GS911	\$2.00
259	1/2/04	Computer	DELL	GX150	SERVICE TAG 9M74711	\$2.00
260	1/2/04	Computer	DELL	GX150	SERVICE TAG 82GS911	\$2.00
261	1/2/04	Computer	DELL	GX150	SERVICE TAG 5SGS911	\$2.00
262	1/2/04	Computer	DELL	GX150	SERVICE TAG 15GS911	\$2.00
263	1/2/04	Computer	DELL	GX150	SERVICE TAG J2GS911	\$2.00
264	1/2/04	Computer	DELL	GX150	SERVICE TAG 63GS911	\$2.00
265	1/2/04	Computer	DELL	GX150	SERVICE TAG	\$2.00
266	1/2/04	Computer	DELL	GX150	SERVICE TAG 94GS911	\$2.00
267	1/2/04	Computer	DELL	GX150	SERVICE TAG 92GS911	\$2.00
268	1/2/04	Computer	DELL	GX150	SERVICE TAG 75GS911	\$2.00
269	1/2/04	Computer	DELL	GX150	SERVICE TAG 6YFS911	\$2.00
270	1/2/04	Computer	DELL	GX150	SERVICE TAG 5DHR911	\$2.00
271	1/2/04	Computer	DELL	GX150	SERVICE TAG 51GS911	\$2.00
272	1/2/04	Computer	DELL	GX150	SERVICE TAG 23GS911	\$2.00
273	1/2/04	Computer	DELL	GX150	SERVICE TAG 35GS911	\$2.00
274	1/2/04	Computer	DELL	GX150	SERVICE TAG 72GS911	\$2.00
275	1/2/04	Computer	DELL	GX150	SERVICE TAG HTR6211	\$2.00
276	1/2/04	Computer	DELL	GX150	SERVICE TAG JOGS911	\$2.00
277	1/2/04	Computer	DELL	GX150	SERVICE TAG H4GS911	\$2.00
278	1/2/04	Computer	DELL	GX150	SERVICE TAG 6Y8QP01	\$2.00
279	1/2/04	Computer	DELL	GX150	SERVICE TAG BYFS911	\$2.00
280	1/2/04	Computer	DELL	GX150	SERVICE TAG 4DHR911	\$2.00
281	1/2/04	Computer	DELL	GX150	SERVICE TAG 54GS911	\$2.00
282	1/2/04	Computer	DELL	GX150	SERVICE TAG B2GS911	\$2.00
283	1/2/04	Computer	DELL	GX150	SERVICE TAG D2GS911	\$2.00
284	1/2/04	Computer	DELL	GX150	SERVICE TAG F3GS911	\$2.00
285	1/2/04	Computer	DELL	GX150	SERVICE TAG C3GS911	\$2.00
286	1/2/04	Computer	DELL	GX150	SERVICE TAG 909QP01	\$2.00
287	1/2/04	Computer	DELL	GX150	SERVICE TAG 45GS911	\$2.00
288	1/2/04	Computer	DELL	GX150	SERVICE TAG 93GS911	\$2.00
289	1/2/04	Computer	DELL	GX150	SERVICE TAG 7YFS911	\$2.00
290	1/2/04	Computer	DELL	GX150	SERVICE TAG 31GS911	\$2.00
291	1/2/04	Computer	DELL	GX150	SERVICE TAG H2GS911	\$2.00
292	1/2/04	Computer	DELL	GX150	SERVICE TAG HRFS911	\$2.00
293	1/2/04	Computer	DELL	GX150	SERVICE TAG 2SR6211	\$2.00
294	1/2/04	Computer	DELL	GX150	SERVICE TAG C4GS911	\$2.00
295	1/2/04	Computer	DELL	GX150	SERVICE TAG B0FK211	\$2.00
296	1/2/04	Computer	DELL	GX150	SERVICE TAG 9TR6211	\$2.00
297	1/2/04	Computer	DELL	GX150	SERVICE TAG CRR6211	\$2.00
298	1/2/04	Computer	DELL	GX150	SERVICE TAG CTR6211	\$2.00
299	1/2/04	Computer	DELL	GX150	SERVICE TAG 2TR6211	\$2.00
300	1/2/04	Computer	DELL	GX150	SERVICE TAG 1VR6211	\$2.00

	* START					MONTHLY
	DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	FEE
301	1/2/04	Computer	DELL	GX150	SERVICE TAG 7RK6211	\$2.00
302	1/2/04	Computer	DELL	GX150	SERVICE TAG 7SR6211	\$2.00
303	1/2/04	Computer	DELL	INSPIRON 4000	AF-110MH	\$2.00
304	1/2/04	Computer	DELL	GX150	SERVICE TAG 9RR6211	\$2.00
305	1/2/04	Computer	DELL	GX150	SERVICE TAG DSR6211	\$2.00
306	1/2/04	Computer	DELL	GX150	SERVICE TAG 6TR6211	\$2.00
307	1/2/04	Computer	DELL	GX150	SERVICE TAG 7Y8QP01	\$2.00
308	1/2/04	Computer	DELL	GX150	SERVICE TAG BM74711	\$2.00
309	1/2/04	Computer	DELL	GX150	SERVICE TAG 8Z8QP01	\$2.00
310	1/2/04	Computer	DELL	GX150	SERVICE TAG 2Y8QP01	\$2.00
311	1/2/04	Computer	DELL	GX150	SERVICE TAG 609QP012	\$2.00
312	1/2/04	Computer	DELL	GX150	SERVICE TAG DTR6211	\$2.00
313	1/2/04	Computer	DELL	GX150	SERVICE TAG HW74711	\$2.00
314	1/2/04	Computer	DELL	GX150	SERVICE TAG COFK211	\$2.00
315	1/2/04	Computer	DELL	GX150	SERVICE TAG 1X74711	\$2.00
316	1/2/04	Computer	DELL	4100	6G6RJ01	\$2.00
317	1/2/04	Computer	DELL	GX150	SERVICE TAG 2Z7JH01	\$2.00
318	1/2/04	Computer	DELL	GX150	SERVICE TAG QY8QP01	\$2.00
319	1/2/04	Computer	DELL	GX150	SERVICE TAG 5F1JN01	\$2.00
320	1/2/04	Computer	DELL	GX150	SERVICE TAG 31FK211	\$2.00
321	1/2/04	Computer	DELL	GX150	SERVICE TAG HY8QP01	\$2.00
322	1/2/04	Computer	DELL	GX150	SERVICE TAG 80FK211	\$2.00
323	1/2/04	Computer	DELL	GX150	SERVICE TAG JY8QP01	\$2.00
324	1/2/04	Computer	DELL	GX150	SERVICE TAG BZ8QP01	\$2.00
325	1/2/04	Computer	DELL	GX150	SERVICE TAG 3Z8QP01	\$2.00
326	1/2/04	Computer	DELL	GX150	SERVICE TAG 6Z8QP01	\$2.00
327	1/2/04	Computer	DELL	GX150	SERVICE TAG 109QP01	\$2.00
328	1/2/04	Computer	DELL	GX150	SERVICE TAG 9K1NP01	\$2.00
329	1/2/04	Computer	DELL	GX150	SERVICE TAG 9Y8QP01	\$2.00
330	1/2/04	Computer	DELL	GX150	SERVICE TAG 2Z8QP01	\$2.00
331	1/2/04	Computer	DELL	GX150	SERVICE TAG DK1NP01	\$2.00
332	1/2/04	Computer	DELL	GX150	SERVICE 409QP01	\$2.00
333	1/2/04	Computer	DELL	GX150	SERVICE TAG 209QP01	\$2.00
334	1/2/04	Computer	DELL	GX150	SERVICE TAG JSR6211	\$2.00
335	1/2/04	Computer	DELL	GX150	SERVICE TAG GTR6211	\$2.00
336	1/2/04	Computer	DELL	GX150	SERVICE TAG 428QP01	\$2.00
337	1/2/04	Computer	DELL	GX150	SERVICE TAG H0FK211	\$2.00
338	1/2/04	Computer	DELL	GX150	SERVICE HZ8QP01	\$2.00
339	1/2/04	Computer	DELL	GX150	SERVICE TAG 65GS911	\$2.00
340	1/2/04	Computer	DELL	GX150	SERVICE TAG FZ8QP01	\$2.00
341	1/2/04	Computer	DELL	GX150	SERVICE TAG DY8QP01	\$2.00
342	1/2/04	Computer	DELL	GX150	SERVICE TAG BY8QP01	\$2.00
343	1/2/04	Computer	DELL	GX150	BK1NP01/25156714321	\$2.00
344	1/2/04	Computer	DELL	GX150	SERVICE TAG BSR6211	\$2.00
345	1/2/04	Computer	DELL	GX150	SERVICE TAG JRR6211	\$2.00
346	1/2/04	Computer	DELL	GX150	SERVICE TAG 5SR6211	\$2.00
347	1/2/04	Computer	DELL	GX150	SERVICE TAG HRR6211	\$2.00
348	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA6X1	\$2.00
349	1/2/04	Monitor	DELL	1701FP	KR08G15247602214A99R	\$2.00
350	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA998	\$2.00
351	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9A6	\$2.00
352	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA6X3	\$2.00

	* START DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	MONTHLY FEE
353	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9AE	\$2.00
354	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA6WV	\$2.00
355	1/2/04	Monitor	DELL	1701FP	MX08G152476051BQAPQQ	\$2.00
356	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9AA	\$2.00
357	1/2/04	Monitor	DELL	1701FP	KR08G1524760522RA6WW	\$2.00
358	1/2/04	Monitor	DELL	1701FP	KR08G15247602216A9AC	\$2.00
359	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA6XE	\$2.00
360	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9AD	\$2.00
361	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA99T	\$2.00
362	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9A2	\$2.00
363	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA70G	\$2.00
364	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA6WX	\$2.00
365	1/2/04	Monitor	DELL	1701FP	KG08G1524760221UA99X	\$2.00
366	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA707	\$2.00
367	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9A5	\$2.00
368	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9AB	\$2.00
369	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA99Z	\$2.00
370	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9AO	\$2.00
371	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA6X0	\$2.00
372	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA99Y	\$2.00
373	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9A8	\$2.00
374	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA99V	\$2.00
375	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA99S	\$2.00
376	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA99W	\$2.00
377	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEAD91	\$2.00
378	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA70R	\$2.00
379	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9AI	\$2.00
380	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HU	\$2.00
381	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA70L	\$2.00
382	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UAPA3	\$2.00
383	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA70M	\$2.00
384	1/2/04	Monitor	DELL	1701FP	MX08G1524760522PA321	\$2.00
385	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEAD95	\$2.00
386	1/2/04	Monitor	DELL	1701FP	MX08G1524760522PA32C	\$2.00
387	1/2/04	Monitor	DELL	1701FP	MX08G152476051BQAPQS	\$2.00
388	1/2/04	Monitor	DELL	1701FP	KR006HRM4760216JA4HX	\$2.00
389	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEADN2	\$2.00
390	1/2/04	Monitor	DELL	1701FP	KR006HRM4760212L	\$2.00
391	1/2/04	Monitor	DELL	1701FP	15247605210AW3J	\$2.00
392	1/2/04	Monitor	DELL	1701FP	MX08G152476051BDACEA	\$2.00
393	1/2/04	Monitor	DELL	1701FP	MX08G152476051BQAPQM	\$2.00
394	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEAD93	\$2.00
395	1/2/04	Monitor	DELL	1701FP	MX08G1524760521EACQ3	\$2.00
396	1/2/04	Monitor	DELL	1701FP	G15247605210AW3C	\$2.00
397	1/2/04	Monitor	DELL	1701FP	152476051BEAD97	\$2.00
398	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA6WO	\$2.00
399	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEADMZ	\$2.00
400	1/2/04	Monitor	DELL	1701FP	6HRM4760216D82JS	\$2.00
401	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEAD92	\$2.00
402	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4C2	\$2.00
403	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HW	\$2.00
404	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HR	\$2.00

	* START DATE	TYPE	BRAND	MODEL	MACHINE SERIAL#	MONTHLY FEE
405	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HM	\$2.00
406	1/2/04	Monitor	DELL	1701FP	6HRM-47602-16J-A4JO	\$2.00
407	1/2/04	Monitor	DELL	1701FP	152476051BQAPR2	\$2.00
408	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA99U	\$2.00
409	1/2/04	Monitor	DELL	1701FP	0688EN-47603-099	\$2.00
410	1/2/04	Monitor	DELL	1701FP	6HRM4760212LAAFG	\$2.00
411	1/2/04	Monitor	DELL	1701FP	6HRM4760216EA336	\$2.00
412	1/2/04	Monitor	DELL	1701FP	KR08G1524760221UA9A4	\$2.00
413	1/2/04	Monitor	DELL	1701FP	152476051BEADMX	\$2.00
414	1/2/04	Monitor	DELL	1701FP	MX08G1524760522RA70K	\$2.00
415	1/2/04	Monitor	DELL	1701FP	MX08G152476051BQAPQM	\$2.00
416	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HN	\$2.00
417	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HT	\$2.00
418	1/2/04	Monitor	DELL	1701FP	6HRM4760216EA335	\$2.00
419	1/2/04	Monitor	DELL	1701FP	6HRM4760216EA334	\$2.00
420	1/2/04	Monitor	DELL	1701FP	6HRM4760216DA2JY	\$2.00
421	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HY	\$2.00
422	1/2/04	Monitor	DELL	1701FP	6HRM47602JA4HS	\$2.00
423	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HV	\$2.00
424	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HZ	\$2.00
425	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HP	\$2.00
426	1/2/04	Monitor	DELL	1701FP	152476051BEAD90	\$2.00
427	1/2/04	Monitor	DELL	1701FP	1524760521EACR5	\$2.00
428	1/2/04	Monitor	DELL	1701FP	MX08G1524760522PA326	\$2.00
429	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEADWL	\$2.00
430	1/2/04	Monitor	DELL	1701FP	6HRM4760216JA4HQ	\$2.00
431	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEADN6	\$2.00
432	1/2/04	Monitor	DELL	1701FP	6HRM4760216EA337	\$2.00
433	1/2/04	Monitor	DELL	1701FP	6HRM4760216EA338	\$2.00
434	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEADNO	\$2.00
435	1/2/04	Monitor	DELL	1701FP	6HRM-47602-16J-A4J1	\$2.00
436	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEAD94	\$2.00
437	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEADN5	\$2.00
438	1/2/04	Monitor	DELL	1701FP	MX08G152476051BEADN7	\$2.00
439	1/2/04	Monitor	DELL	1701FP	MX0G152476051BEADNK	\$2.00

TOTAL: \$1,169.00

AGENCY SPECIFICATIONS

3-Year On-Site Maintenance and Repair of IT Equipment

1. Three-year contract with the options to extend two additional years.
2. Attachment lists all equipment with serial numbers that will start immediately and a list of equipment that will be added to the contract as the warranty expires.
3. Maintenance for the *desktop personal computers* shall cover the repair and/or replacement of the computer, to include keyboard, mouse and monitor. Service coverage will be normal business hours (8:00 a.m. – 5:00 p.m., Monday—Friday, excluding State Holidays) with 4 hours on-site response and next day (24hr.) repair. Completion of repair shall include the reload of the hardware configuration (to include software drivers) when required (ex. Hard drive, processor board replacement). If equipment needs to be taken offsite for repairs (ex: monitors) a temporary replacement will be required.
4. Service for the *printers* should include scheduled cleaning (preventive maintenance) and include the cost and acquisition of Preventive Maintenance Kits (ex: HP4si). Hours of coverage shall be the same as desktop computers.
5. *Network Servers* will require 24 hours – 7 days coverage, 2-hour on-site response time, and onsite repair with same day fix. It will include monitors, mouse and keyboard. If failure of equipment requires a reload of the Network Operating System, the server will be repaired and reconfigured to the extent that only the installation of the operating system is required.
6. Maintenance coverage of personal computing equipment, which is presently on-site and is currently covered under manufacturer warrantee, shall be automatically added to the maintenance contract when warranty expires.
7. Bidders will supply a recommended preventive maintenance checklist that conforms to the manufacturer's suggested timetable and procedures. Bidders must list guaranteed response times. The awarded contractor will provide maintenance & repair on all equipment listed. The awarded contractor will have a physical business presence within the state (i.e. an office, service facility) and will have sufficiently trained and experienced maintenance staff based in or around the Hartford area and associated resources to maintain equipment to ensure 98% uptime availability of all equipment.
8. The awarded contractor will supply—at no charge—a loaner for equipment that cannot be repaired on-site or a replacement for equipment that cannot be fixed. The awarded contractor will be responsible for equipment taken off-site for repair until it is returned in good operating condition. The requesting agency shall be responsible for the security of any proprietary or otherwise confidential information that they are charged with safeguarding. The awarded contractor will acknowledge a responsibility to inform the agency of any maintenance or repair activity that could compromise such confidentially prior to undertaking such action.
9. Upon request from the requesting agency, the awarded contractor will provide a report of service completed on equipment. For example: equipment model, serial number, and location; date and time notified; date and time of arrival/departure; description maintenance or repair; list of parts repaired/replaced; operational status.
10. Bidders must have their own technicians on staff, not subcontractors. The awarded contractor may not subcontract or assign this contract to a third party without prior written authorization from the State. The State reserves the right to refuse such authorization.

AGENCY SPECIFICATIONS

11. The awarded contractor will only use authorized replacement Original Equipment Manufacturer (OEM) parts. All parts will be new and not refurbished or remanufactured unless prior approval is obtained from the State. The awarded contractor must warrantee repair service and parts against defects in material, workmanship, and title for a minimum warranty of one (1) year, from the date of repair/replacement.
12. Provide a complete description of the maintenance and repair service including, but not limited to:
 - On-site response time guaranty
 - Hours and days of coverage provided
 - Part locations. Number and location of technicians in the local area.
 - Description of company's hardware diagnostic capabilities.
 - Escalation process for long term outages

The Problem Escalation Procedures are to provide management with an alert to the presence of a persistent problem, status updates regarding the problem, and the assurance that the necessary support is in place to resolve the problem before its impact becomes unacceptably high. Bidders must provide with this bid its version of problem escalation procedures as it relates to the vendor's organization and maintenance support structure and **must supply and keep current** all contacts, phone numbers, access codes, etc. necessary to fully implement such problem escalation procedures. The problem escalation procedures are to be consistent with the thrust of the example procedures provided below.

- I. After two hours on-site, the Field Engineer will advise the local service manager if the problem is not resolved. The local service manager will alert the next level of support and provide SOTS management with an interim status report and a repair time estimate.
- II. After four hours on-site, if the problem is not resolved, the service manager will provide SOTS management with a status report of the current problem situation, and detail additional actions planned and time estimates for resolution. In addition, the service manager may dispatch additional help on-site including regional/national support specialists.
- III. After six hours on-site, the Field Engineer and additional support help will provide a status report to the service manager who will report the status to SOTS management. At this point, the service manager WILL dispatch national support specialist(s) on-site.
- IV. After eight hours, if the problem is not identified and resolution time established, the local service manager will notify the Regional Service Director. The Regional Service Director will provide status update and time frames to SOTS management and dispatch additional resources on-site from national support.
- V. After twelve hours, if the problem is not isolated, the Regional Service Director will provide a status report to the highest vendor management. That management will provide a status update, course of action, and time frames to SOTS management.
- VI. After 24 hours, the problem will be given the highest possible priority. SOTS management will be fully updated on the status of the problem. The highest vendor management will summon full manufacturer support on-site at vendor's expense. At this point, full equipment replacement must be examined as a possible course of action for problem resolution and implemented if determined to be appropriate.

SPECIAL BID/CONTRACT TERMS AND CONDITIONS
Maintenance & Repair of IT Equipment

1. SCOPE

The State is seeking a contractor to provide ***Maintenance & Repair Service for Equipment*** for the Secretary of the State. This is for a three-year contract *with the option to extend two additional years*. Coverage includes all parts, labor, transportation, and all applicable costs.

2. PRICING RATES (BID SCHEDULE)

Bidders will quote prices for equipment listed on **Attachment** of the Bid Schedule page and provide the total yearly cost for maintenance (transfer totals from Attachment to Bid Schedule page 1). A copy of Attachments (in excel) is available under "Notices to Vendors" on the DOIT website at <http://www.doit.state.ct.us/purchase/index.html>. Vendors must submit the itemized lists (attachment) with the Bid Schedule pages with the bid response.

Prices quoted will include the cost of labor, parts, factory overhaul, transportation, and substitute equipment as necessary to ensure 98% uptime availability of equipment. Bidders will ensure that quote includes all ancillary costs associated with the service in their bid. **Failure to include an applicable cost will be interpreted as that cost being included in the price.** Bidders must certify that their bid is good for a period of ninety (90) days. Invoices will be **billed in arrears** in monthly increments.

Quantities are estimates only and may increase or decrease during the coverage term. Contractors will accept Supplements to the contract to **add or delete** similar equipment during the coverage term. The term for any equipment that is added in this manner would be coterminous with the initial term. Additions will be paid at the current monthly contract rates. Deletions will be removed from the monthly billing effective on the last day of the month in which the termination date occurs.

3. PAYMENT TERMS

Payment terms are **Net 45 days**. Invoices must reference the contract award number. In accordance with §4a-71 through 4a-74 Connecticut General Statutes, the State shall mail a payment check "...within forty-five days of receipt of a properly completed claim or receipt of goods and services, whichever is later". *Exception: Set-Aside bid payment terms shall be in accordance with CGS 32-9h. Bidders may offer discounts for early payments.*

4. INSURANCE REQUIREMENTS

The awarded contractor will carry sufficient insurance to cover the nature of work to be performed to indemnify and hold the State of Connecticut harmless from any insurable cause whatsoever. Upon Request, the awarded contractor will furnish a current Certificate of Insurance evidencing General Liability, including products and completed operations coverage, Workers' Compensation and Automobile Liability coverage, naming the State of Connecticut as additional insured.

5. BASIS OF AWARD

An award will be issued to the lowest, responsible, qualified bidder, who is in compliance with all portions of this ITB. The State reserves the right to reject bids that (it deems) are not in compliance. The State reserves the right to make awards in a manner deemed in the best interest of the State. If deemed necessary, an inspection of the bidder's service facility may be required to make an award.

Bidder awards normally are made utilizing the Purchasing Division STANDARD BID AND CONTRACT TERMS AND CONDITIONS (SP-7A) or as specifically amended by the Special Bid and Contract Terms and Conditions contained herein. All the obligations set forth in the Agency Specifications are incorporated into these Special Bid/Contract Terms & Conditions. The State reserves the right to reject any bid that does not comply with the State's contractual requirements.

SPECIAL BID/CONTRACT TERMS AND CONDITIONS
Maintenance & Repair of IT Equipment

6. CANCELLATION & PENALTIES

The State reserves the right to cancel this invitation to bid, contract award, or specific line item without penalty for any reason it deems appropriate.

The state reserves the right to assess penalties for lack of service. For example:

⇒ service disconnection requiring trouble ticket be opened: one day service interruption = one day credit to a maximum of one month credit for each occurrence

The State reserves the right to negotiate and assess **additional** penalties for lack of service. In the event the awarded contractor is not providing satisfactory service, which has to be remedied by another contractor, the State will assess the awarded contractor the full amount expended to correct the deficiencies.

The State reserves the right to cancel any unfulfilled portion of the contract if the Department of Information Technology deems the service and/or replacement parts provided by the awarded contractor are unsatisfactory or inconsistent with the bid/contract terms and conditions.

7. CONTRACTOR INFORMATION

In the event that the awarded contractor's information changes (i.e. name, address, telephone), it is the contractor's responsibility to notify the DOIT, *Contracts & Purchasing Division*, of such changes in writing. The State will not be held responsible for payments or purchase orders that are delayed due to additional routing caused by the lack of notification on the contractor's part.

8. PURCHASE ORDERS & INVOICES

The requesting agency will issue purchase orders. Questions regarding purchase orders and invoicing should be directed in accordance with the instructions contained in the boilerplate of the purchase order. Payments may be delayed if the invoice is not properly completed in accordance with the instructions contained on the purchase order.

Purchases made by the State of Connecticut are *exempt* from the payment of Federal Excise Tax, Transportation Tax, and Connecticut Sales and Use Tax. Upon request, the requesting agency will provide.

9. PRICE ADJUSTMENTS

Price decreases will become *effective immediately*. Contractors shall bill the State at the reduced price on all deliveries made on or after the date of the price reduction. Contractors also shall promptly notify DOIT concerning the change with a copy of the pricing medium.

Pricing quoted shall remain firm for a period of one (1) year from effective date of contract award. Annual price adjustments for labor, materials, and maintenance shall not exceed the sum of the most recent twelve months Consumer Price Index-Urban (CPI-U, US City Average, All Items, Not Seasonally Adjusted). The CPI-U may be found at <http://www.bls.gov/cpi/>.

The vendor shall submit its proposed adjustment to DOIT at least ninety (90) days prior to the requested effective date. The requested effective date may be a date selected by the vendor; however, only one adjustment is allowed in any twelve-month period. If the vendor has not requested a rate change in twelve months and the annual CPI-U is negative, DOIT shall impose a rate decrease equal to the twelve month negative CPI-U.

The vendor shall not charge a higher rate until approved by DOIT via contract supplement. ***No retroactive increase will be allowed.*** The State reserves the right to reject any requests deemed excessive. Contractors will honor contract pricing on purchase orders issued prior to the effective date of any increase in price.

SPECIAL BID/CONTRACT TERMS AND CONDITIONS
Maintenance & Repair of IT Equipment

10. APPLICABLE LAWS

Bidders and the awarded contractor shall comply in every respect with all applicable laws of the Federal Government and/or the State of Connecticut and all terms and conditions of the bid.

Bidders and the awarded contractor will ensure, in good faith, that their participation in this bid process will not raise a question of conflict of interest or a breach of ethics issue under the provisions of the State Ethics Code, specifically §1-84 and §1-85 of the Connecticut General Statutes.

Bidders may not participate in any *ex parte* communications with any of the manufacturers, dealers or other respondents who are responding to this Invitation to Bid. **Bidders may not contact the requesting agency or its employees regarding this ITB**, unless permitted (in writing) by the Director of the Contracts & Purchasing Division of the Department of Information Technology or her designee.

Bidders and the awarded contractor will be in compliance with all applicable federal, state, and local laws and regulations, including but not limited to Connecticut General Statute sections 4a-60 and 4a-60a on nondiscrimination and affirmative action provisions, as well as the following:

- ▶ Affirmative Action Policy Statement: <http://www.state.ct.us/governor/aapolicy.htm>
- ▶ Sexual Harassment Policy Statement: <http://www.state.ct.us/governor/sexualharasspolicy.htm>
- ▶ Section 16 of P.A. 91-58 nondiscrimination provisions regarding sexual orientation
- ▶ Executive Order Number Three issued by Governor Thomas J. Meskill, promulgated on June 16, 1971, Nondiscrimination Clauses in Contracts:
<http://www.state.ct.us/governor/executiveorders/meskill3.htm>
- ▶ Executive Order Number Seventeen issued by Governor Thomas J. Meskill, promulgated on February 15, 1973, Job Listings with the State Employment Service:
<http://www.state.ct.us/governor/executiveorders/meskill17.htm>
- ▶ Executive Order Number Sixteen—of Governor John G. Rowland—promulgated on August 4, 1999, regarding Violence in the Workplace Prevention Policy. No. 16:
<http://www.state.ct.us/governor/executiveorders/no16.htm>